Identifier:	Revision:	Effective Date:
QP-3.2	**1**	**6/06/01**

ER Document Catalog Number: **ER2001-0196**

Author: Andrew E. Gallegos

environmental restoration project

**A Department of Energy
Environmental Cleanup Program**

Environmental Restoration Project
Quality Procedure

for:

Lessons Learned

Los Alamos
NATIONAL LABORATORY

Los Alamos, New Mexico 87545

Revision Log

Revision No.	Effective Date	Prepared By	Description of Changes	Affected Pages
R0	10/28/98	Andrew E. Gallegos	New Procedure	All
R1	06/06/01	Andrew E. Gallegos	Revised to incorporate revision log page, section 2.0 Scope, section 3.0 References, two statements to clarify who is responsible for writing the lessons learned, submission of a lessons learned to the LANL lessons learned database, review of a lessons learned by the Derivative Classifier and a subsection to address lessons learned as a required function by all ER Project personnel.	All

Lessons Learned

Table of Contents

Lessons Learned

1.0 PURPOSE

This Quality Procedure (QP) states the responsibilities and describes the process for developing and reporting lessons learned within the Environmental Restoration (ER) Project.

2.0 SCOPE

This QP is a mandatory document and shall be implemented by all ER Project participants when implementing the lessons learned process for the ER Project.

Note: Subcontractors may follow this QP for identifying, documenting and submitting lessons learned or may use their own procedure(s) as long as the substitute meets the requirements prescribed by the ER Project Quality Management Plan, and is approved by the ER Project's Quality Program Project Leader (QPPL) before the commencement of the designated activities.

3.0 REFERENCES

3.1 ER Project personnel should become familiar with the contents of the following documents to properly implement this QP.

- ER Project Quality Management Plan located at http://erinternal.lanl.gov/home_links/Library_proc.htm.

- QP-2.2, Personnel Orientation and Training

- QP-4.4, Record Transmittal to the Records Processing Facility

4.0 DEFINITIONS

4.1 *Lessons Learned* — A "good work practice" or innovative approach that is captured and shared to promote repeat application. A lessons learned may also be an adverse work practice or experience that is captured and shared to avoid recurrence.

4.1.1 An **External Lessons Learned** may be derived from the following:

- Another project entity.

- Agencies external to the ER Project (e.g., DOE, Nuclear Regulatory Commission, Environmental Protection Agency, etc.).

- Normal information exchange (e.g., professional magazines, journals, etc.).

   4.1.2   An **Internal Lessons Learned** may be derived from the following:

- An ER Project occurrence, issue/problem, or experience that warrants developing a lessons learned.

4.2   *Red Alert* — The immediate and rapid dissemination of information. This information describes any problem or issue (internal/external) that has major environmental, safety, health, or quality implications and requires immediate management action.

4.3   *Yellow Alert* — The issuance of information, derived from negative lessons learned that has significant management interest and could possibly require management action.

4.4   *Green Alert* — An alert derived from a positive experience that has significant management interest and could require management action.

5.0   RESPONSIBLE PERSONNEL

The following personnel are responsible for activities identified in Section 6.0 of this procedure:

5.1   Focus Area Leader

5.2   Quality Program Project Leader

5.3   ER Project Lessons Learned Coordinator

5.4   Derivative Classifier

5.5   Originator (i.e., ER Project personnel who initiates a lessons learned action as described in Section 6.0).

6.0   PROCEDURE

Note: ER Project personnel may produce paper copies of this procedure printed from the controlled-document electronic file located at http://erinternal.lanl.gov/home_links/Library_proc.htm. However, it is their responsibility to ensure that they utilize and train to the current version of this procedure. The author may be contacted if text is unclear. Contact the Document Control Coordinator if the author cannot be located.

6.1   Initiate Lessons Learned Report

   6.1.1   The **originator** documents a lessons learned in a Lessons Learned Report (Attachment A), and forwards it to the ER Project Lessons Learned Coordinator for review and processing.

6.1.2 Prior to developing a lessons learned, the originator may access the ESH-7 home page for lessons learned examples by accessing at http://www.lanl.gov/projects/lessons_learned.

6.2 Process Lessons Learned Report

6.2.1 The **ER Project Lessons Learned Coordinator** reviews the Lessons Learned report to ensure that the information provided by the originator is written clearly and concisely, and that all items are adequately addressed.

6.2.2 The **ER Project Lessons Learned Coordinator** processes the Lessons Learned Report in accordance with the instructions provided in Attachment B.

6.2.3 The **ER Project Lessons Learned Coordinator** enters the information from the Lesson Learned Report into a database, notifies ER Project personnel of the new report by e-mail, and forwards it to the Los Alamos National Laboratory (LANL) Lessons Learned Coordinator for processing.

Note: ER Project participants may access LANL lessons learned at http://erinternal.lanl.gov/home_links/Library_proc.htm.

6.2.4 The **ER Project Lessons Learned Coordinator** transmits all red, yellow and selected green alerts to the LANL Lessons Learned Coordinator within five working days of validation and approval via the ESH-7 home page, located at http://www.lanl.gov/projects/lessons_learned.

6.3 Perform Lessons Learned

During the performance of work, **ER Project personnel** shall identify, document and submit lessons learned, as appropriate in accordance with this procedure.

7.0 RECORDS

The **ER Project Lessons Learned Coordinator** is responsible for submitting the following records (processed in accordance with QP-4.4, Record Transmittal to the Records Processing Facility) to the Records Processing Facility.

7.1 Approved Lessons Learned Reports (hard copy and electronic copy)

7.2 Completed document signature form

8.0 TRAINING

8.1 ER Project personnel using this QP are trained by reading the procedure. **ER Project personnel** shall ensure the training is documented in accordance with QP-2.2, Personnel Orientation and Training, and is entered in the ER Project Training Database located at http://erinternal.lanl.gov/Training/Training.asp.

8.2 The **supervisor** shall monitor the proper implementation of this procedure and ensures that relevant team members have completed all applicable training assignments in accordance with QP-2.2, Personnel Orientation and Training.

9.0 ATTACHMENTS

Attachment A: Lessons Learned Report Form (1 page), located at http://erinternal.lanl.gov/Quality/ user/forms.asp.

Attachment B: Lessons Learned Report Instructions (1 page)

LESSONS LEARNED REPORT

Part I. Originator

Originator: _____	Position Title:
(Print name, then sign) (Date)	

Problem/Issue/Title:

Discussion:

Lessons Learned:

References:

Part II. ER Project Lessons Learned Coordinator

Type/Lessons Learned Number (Document Catalog Number):	Disposition: ☐ **Accepted** ☐ **Rejected** (Provide an explanation if rejected)
Redundant Lessons Learned: ☐ **Yes** ☐ **No** If yes, enter the corresponding Lessons Learned #:	**Justification for Rejection (if applicable):** ☐ **Redundant** ☐ **Invalid** **Reason**:

Derivative Classifier: ☐ **Yes** ☐ **No**

_____
(Print name, then sign)   (Date)

Lessons Learned Coordinator: _____
(Print name, then sign)   (Date)

QP-3.2, R1	LOS ALAMOS Environmental Restoration Project

LESSONS LEARNED REPORT INSTRUCTIONS

Part I. (Originator)

1. **Originator:** — The originator enters: his/her name by printing and signing, position title as it appears on their position description and the date.

2. **Problem/Issue/Title** — The originator enters a brief description of the problem or issue that precipitated the actions resulting in the lessons learned, and the title of the Lessons Learned.

3. **Discussion** — The originator enters information addressing further actions taken and/or background pertinent to the lessons learned.

4. **Lessons Learned** — The originator enters a description of the lessons learned. It should sum up what positive outcome could come from the use of the information contained n the lessons learned.

5. **References** — The originator enters titles and tracking numbers of documents used in the investigation and resolution of the problem or issue.

Part II. (ER Project Lessons Learned Coordinator)

6. **Type/Lessons Learned Number** — The ER Project Lessons Learned Coordinator determines whether this is a Red, Yellow, Green Alert, or a General Lessons Learned, and enters the identification (see Department of Energy Standard No. 7501-95 "Development of Lessons Learned Programs" for this detailed instructions).

7. **Disposition** — The ER Project Lessons Learned Coordinator checks "accepted" or "rejected" after reviewing the proposed lessons learned. (See Section 6.3).

6. **Redundant Lessons Learned** — The ER Project Lessons Learned Coordinator determines whether this is a redundant lessons learned. If so, enter the tracking number (i.e., ER Document Catalog Number) of the previous lessons learned that applies. Proposed lessons identified as redundant to a previous lessons learned should be evaluated against the previous lessons learned to ensure that correct actions were identified and effectively carried out. The ER Project Lessons Learned Coordinator will coordinate any necessary redundancy reevaluations with the originator.

8. **Justification** — The ER Project Lessons Learned Coordinator enters the reason the candidate lessons learned was and/or was not approved. (Originator must be notified).

9. **Signature Form** — The ER Project Lessons Learned Coordinator obtains an ER Document Signature Form Located on the Internet at http://erinternal.lanl.gov/DocCatalog/.

10. **ER Project Lessons Learned Coordinator** — The ER Project Lessons Learned Coordinator signifies approval of the lessons learned by signing and dating the Lesson Learned.

11. **Derivative Classifier Review** — The ER Project Lessons Learned Coordinator obtains a review of the proposed lessons learned to determine and/or identify security/classification issues.

12. **ER Project Lessons Learned Coordinator** — submits all reviewed and approved ER Project lessons learned to the Los Alamos National Laboratory (LANL) Lessons Learned Program Manager for input into the LANL Lessons Learned Network, located at http://www.lanl.gov/projects/lessons_learned/.